[10] OPCS20251210-4036

From escalatedconcerns@scotiabank.com

Dec 11

To Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com>

Thursday, December 11th, 2025 at 2:02 PM

Dear Brendan Rose,

Thank you for your email of December 10, 2025.

Due to the personal and confidential information you have requested and/or we require, we will respond to you via Scotiabank Secure Communication channel which is a service that enables Scotiabank employees to securely send and receive information using email.

The Scotiabank Secure Communication channel is managed by Scotiabank and all information sent and received does not leave the Bank's internal systems. The personal and confidential information in the secure email will not be displayed in your personal email inbox. Instead, you will receive a generic notification from escalatedconcerns@scotiabank.com indicating our office has sent you an email and you will be provided with instructions for registration.

To retrieve the content of the email, you are required to login to Scotiabank Secure Communication using your email address and password each time an email is sent or received via this channel.

Sincerely,

Amelia D.

Manager

Directrice

Scotiabank | **Escalated Customer Concerns Office**

Banque Scotia | **Bureau de traitement des plaintes transférées**

44 King Street W, Toronto, Ontario, Canada M5H 1H1

44, rue King Ouest, Toronto, (Ontario), Canada M5H 1H1

English: T 416-933-1700 or 877-700-0043

escalatedconcerns@scotiabank.com

Français: T 416-933-1780 ou 877-700-0044

plaintestransferees@banquescotia.com

www.scotiabank.com | www.banquescotia.com

Scotiabank is a business name used by The Bank of Nova Scotia

Banque Scotia est un nom commercial utilisé par La Banque de Nouvelle-Écosse

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From Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com> Dec 11

To escalatedconcerns@scotiabank.com

Thursday, December 11th, 2025 at 2:39 PM

Hello Amelia,

Thank you for the portal access. However, for evidentiary purposes in HRTO File 2025-64274-I, I require a downloadable PDF format of the statements. The portal does not allow local copies, which hinders analysis. Please provide PDFs via secure email or registered mail within 7 days, as per PIPEDA s.8(7) requiring reasonable form.

Regards,
Brendan Rose
Applicant (self-represented)
File 2025-64274-I
437-432-9165
thesulfurgod@protonmail.com

Sent with Proton Mail secure email.

From Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com> Dec 11

To plaintes-complaints@priv.gc.ca

Thursday, December 11th, 2025 at 3:14 PM

Subject: Fw: OPCS20251210-4036 – Brendan Rose – Access Request Sent to Scotiabank

Dear OPC Intake,

For your file PIPEDA-051519, please find below my formal access request sent today to Scotiabank's Escalated Customer Concerns Office as directed.

Thank you,

Brendan S. Rose

...

From escalatedconcerns@scotiabank.com Dec 11

To Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com>

Thursday, December 11th, 2025 at 3:56 PM

Dear Brendan Rose,

The requested statements were sent to you via our secure email services in PDF format. You would be able to save the PDF attachment to your desktop where you can then upload accordingly. The attachment contains 90 pages and due to the size content takes a few moments to upload prior to viewing the statements.

Below is a link to Scotiabank's Secure Email Service User Guide for additional assistance:

https://www.scotiabank.com/ca/en/files/14/04/Scotiabank_Secure_Email_Customer_Guide_April_2014.pdf

Kindly reconfirm if you are able to complete the above steps and/or if you are receiving error messages.

Sincerely,

Amelia D.

Manager

Directrice

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Sincerely,

Amelia D.

Manager

Directrice

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From Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com> Dec 11

To escalatedconcerns@scotiabank.com

plaintes-complaints@priv.gc.ca

Thursday, December 11th, 2025 at 5:23 PM

Thank you for your assistance.

I will login in the morning.

Regards,
Brendan Rose
Applicant (self-represented)
File 2025-64274-I
437-432-9165
thesulfurgod@protonmail.com

Sent with Proton Mail secure email.

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>
> Sincerely,
>
> **Amelia D.**
> Manager
> Directrice
>
> ---
>
> **Scotiabank** | **Escalated Customer Concerns Office**
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From escalatedconcerns@scotiabank.com — Dec 11

To Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com>

Thursday, December 11th, 2025 at 7:47 PM

Dear Brendan Rose,

In order to initiate your request for personal information and accurately provide you our response, please further clarify what you mean for point 1 when you say all transaction records / register. Having said this, I will be assisting you throughout this process.

The statements you received include transaction details / records such as:

- Point of Sale details, location, and amount.
- Deposits, how made and amount
- Withdrawals, how made i.e., Interac and amount
- ABMs (i.e., Shared)

We also appreciate knowing if you are raising a complaint with Scotiabank or if your request is limited to obtaining records.

In anticipation of your response.

Sincerely,

Amelia D.

Manager

Directrice

Scotiabank | **Escalated Customer Concerns Office**

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From escalatedconcerns@scotiabank.com Dec 12

To Thesulfurgod@protonmail.com <thesulfurgod@protonmail.com>

Friday, December 12th, 2025 at 6:40 PM

Dear Brendan Rose,

We refer to your email dated December 12, 2025, where you confirmed your request for information.

Point 1 - All statements were provided to you through secure email in PDF format which you acknowledged receiving our email. Should you wish to also receive the statements by registered mail/courier to your home address, we can complete these arrangements for you early next week. The address we have on file for you (Stanley Ave) is the same address indicated on the Form 10 provided to us. Please confirm your decision if you wish to receive paper statements by mail at this address.

Point 2 - We understand that in addition to the statements requested above that you are looking to obtain transaction records itemized as debits, credits, transfers, fees etc. Please be informed that the Bank does not hold separate recordkeeping. All transactions posted to your account are listed to your statements in date order of when they were processed clearly showing the type of transactions completed.

The Bank has provided you access to this information when the statements were generated and once again, by this office via this case reference. We recommend the statements be reviewed.

Point 3 - A separate email will follow to acknowledge receipt of your request for personal information where you are requesting any internal notes or correspondence referring to the reason for the account closure.

Sincerely,

Amelia D.

Manager

Directrice

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